

# Glossary of terms

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## *Gaggle-Specific Terminology*

- **Gaggle Safety Management:** this refers to the filtering and reviewing of Google Apps for Education and Microsoft Office 365.
- **Safety Representatives:** our team of trained professionals who review student content for inappropriate material. Safety Representatives have diverse backgrounds in education, law enforcement, social media, psychology and other fields.
- **Incident:** any time Gaggle Safety Representatives discover potentially inappropriate student content it is referred to as an incident. The three types of inappropriate content include User Violations, Questionable Content (QCON) and Possible Student Situations (PSS), which are covered below.
- **User Violation:** this is the least severe incident discovered by Safety Representatives (the least severe of three levels). Generally, this is a situation where a student uses minor profanity, offensive language or attempts to send provocative, but not pornographic images. Students receive notifications when User Violations occur. Administrators are copied on all notifications after the first occurrence.
- **Questionable Content (QCON):** this is a moderately severe incident discovered by Safety Representatives (the second most severe of three levels). This includes anything that is not an immediate threat to the student, but is cause for concern and should be brought to an administrator's attention, including, but not limited to: a cyber-bullying situation; professional pornographic images or files; and extremely graphic, violent or sexually related stories/files not associated with an assignment. Administrators are contacted by email when QCON occurs. Students are NOT notified that their content was reviewed.
- **Possible Student Situation (PSS):** this is the most severe type of incident discovered by Safety Representatives (the most severe of three levels). This includes anything that is an immediate threat to the student, including but not limited to: student-produced pornography, violence, suicide, rape or harmful family situations. Administrators are contacted by phone and email as soon as possible, and we urge you to follow up on the situation immediately. Students are NOT notified that their content was reviewed.
- **Anti-Pornography Scanner (APS):** the Anti-Pornography Scanner (APS) is an internally developed application used to detect pornography in files and on websites. The scanner will look at attached images, embedded images and even URL's to determine the likelihood that the image is pornographic or not. Gaggle offers one of the highest degrees of CIPA compliance of any email provider and is one of a few systems that meet the CIPA requirement to block "visual depictions that are obscene; child pornography; or are harmful to minors."
- **Blocked Word List:** Gaggle has developed a Blocked Word List based on the language commonly used by children and adolescents for over a decade. This list is continually updated to keep up with trends recognized by Safety Representatives, who closely review student content 24/7. All student communications and content that include terms on the list will be reviewed by a Safety Representative.
- **Gaggle Administrator:** these are the main administrative contacts who will oversee Gaggle Safety Management at either a district-level or school-level. They have access to account settings in the Gaggle interface, individual accounts and statistics in the Safety Management Dashboard.
- **Emergency Contact:** these individuals, located at the school or district, are contacted by Gaggle Safety Representatives in cases of Questionable Content (by email) and Possible

Student Situations (by phone and/or email). These individuals do not necessarily have any administrative privileges in the Gaggle interface, and they do not need to be technologically competent.

- **Default Administrator:** these individuals are selected in school settings within the Gaggle interface. They are copied on a student's second User Violation notification and all subsequent notifications.

#### *Other Relevant Terminology (Email Setup, Google and/or Microsoft)*

- **MX Record:** A mail exchanger record (MX record) is a type of resource record in the Domain Name System (DNS) that specifies a mail server responsible for accepting email messages on behalf of a recipient's domain, and a preference value used to prioritize mail delivery if multiple mail servers are available.
- **SPF:** A type of Domain Name Service (DNS) record that identifies which mail servers are permitted to send email on behalf of your domain. The purpose of an SPF record is to prevent spammers from sending messages with forged From addresses at your domain.
- **Google API:** Google's application program interface is a set of routines, protocols, and tools for building software applications. This is the means by which Gaggle acquires data from Google.
- **Organizational Units:** An organizational unit (OU) is a subdivision of users in your Google Admin Console into which you can place user accounts to mirror your organization's functional structure. Gaggle uses organizational units to know which users should and should not be reviewed.
- **Windows API:** Microsoft's application program interface is a set of routines, protocols, and tools for building software applications. This is the means by which Gaggle acquires data from Microsoft.
- **Office 365 Groups:** A Group is a subdivision within Office 365 into which you can place users. You can create Groups to mirror your organization's functional structure, as well as distribution groups for communication purposes. In most cases, Gaggle uses these Groups to know which users should and should not be reviewed.

No labels